

From: "Merrill Mail" <fcsbmerl@ucom.net> on 09/08/2004 12:21:58 PM

Subject: Study on Credit Bureaus Handling of Disputes

100% of disputes received come through CRA's. If a customer complains to our bank I can only make corrections to open loans, if the loan is closed they would have to make an official dispute.

Yes, Experian does have an address at the bottom of the credit report and also a phone number. If the customer has questions we give them the address and phone number.

Immediate attention is given to verify disputed information. All circumstances are investigated for correctness.

I have no idea what information is provided directly to a CRA for a dispute by a borrower. I ask for the information I need to do in house investigations; such as the year the loan was paid, dollar amount of loan. monthly payment amount, etc.

Our reporting to a CRA is automated, done by tape by our data processor.

Immediate attention is given to problems discovered in reported information by the bank.

Corrections are made and monthly reporting continues.

30, 60, 90 day reporting is updated monthly; codes are entered for repossession, charge off, etc

Not Applicable

Immediate attention is given to these. But now TransUnion requires us to join E-OSCAR as of 10-1-04 to make corrections to disputes and since we are not going to pay the required users fees any disputed credit reporting will simply be deleted because we have no way to answer the dispute.

Has not been a problem.

If the loan is still open corrections can be made.

Failure to reach an agreement over disputed information has never been an issue at our bank.

Thank you.

P.S. We have found the 888 number on the credit report to be of little help to our customers as it is totally automated and very few of the situations we have encountered meet their options list. Most of the time we send the customer directly to whomever reported the disputed information.

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